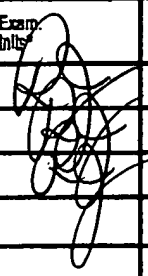
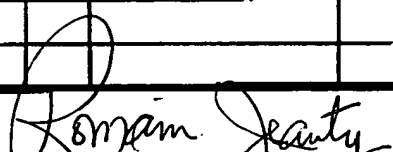


INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number		10/002,743		
				Filing Date		November 2, 2001		
				First Named Inventor		Toshio UENO		
				Group Art Unit		3623		
				Examiner Name		Romain Jeanty		
Sheet	1	of	1	Attorney Docket Number		01702/LH		
U.S. PATENT DOCUMENTS								
Exam. Initials	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion		
		5,197,005	A	SHWARTZ et al	03-23-1993			
		5,446,883	A	KIRKBRIDE et al	08-29-1995			
		6,766,320	B1	WANG et al	07-20-2004			
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Exam Initials	Cite No ¹	Office ³	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶
Examiner Signature					Date Considered	12/23/05		

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⁶ Mark here if English translation is attached.

DATE MAILED: August 18, 2005

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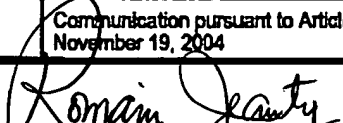
INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number		10/002,743		
				Filing Date		November 2, 2001		
				First Named Inventor		Toshio UENO		
				Group Art Unit		3623		
				Examiner Name		Romain Jeanty		
Sheet	1	of	2	Attorney Docket Number		01702/LH		
U.S. PATENT DOCUMENTS								
Exam. Init's ⁶	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion		
		5819272	A	Benson, Max L.	10-06-1998			
		6487560	B1	LaRue et al.	11-26-2002			
		6694335	B1	Hopmann et al.	02-17-2004			
		6836830	B1	Yamagami et al.	12-28-2004			
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		2002/0133509	A1	Johnston et al.	09-19-2002			
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		6467088	B1	alSafadi et al.	10-15-2002			
FOREIGN PATENT DOCUMENTS								
Exam. Init's	Cite No ¹	Office ³	Document Number ⁴	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁵
		WO	01/02954	A1	KONINKLIJKE PHILIPS ELECTRONICS	01-11-2001		
		DE	101 05 532	A1	HEWLETT-PACKARD CO.	08-09-2001		
Examiner Signature	<i>Romain Jeanty</i>				Date Considered	12/23/05		

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DATE MAILED: June 17, 2005

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INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number	10/002,743
				Filing Date	November 2, 2001
				First Named Inventor	Toshio UENO
				Group Art Unit	3623
				Examiner Name	Romain Jeanty
Sheet	2	of	2	Attorney Docket Number	01702/LR
NON PATENT LITERATURE DOCUMENTS					
Exam Inits ¹	Cite No ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.			T ²
		Communication pursuant to Article 95(2) EPC issued in European Application No. 02 770 188.7-2221 on November 19, 2004			
Examiner Signature				Date Considered	12/23/05

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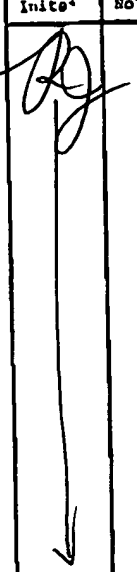
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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO		Application Number	10/002,743
		Filing Date	November 25, 2001
INFORMATION DISCLOSURE STATEMENT BY APPLICANT		First Named Inventor	Toshio UENO
		Group Art Unit	3623
		Examiner Name	Romain Jeanty
Sheet	1	of	2
		Attorney Docket Number	01702/LH

U.S. PATENT DOCUMENTS

Exam. Inits ^a	Cite No ^a	Document Number	Kind Code ^a	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
		5,287,505	A	CALVERT et al	02-15-1994	
		5,964,891	A	CASWELL et al	10-12-1999	
		6,032,184	A	COGGER et al	02-29-2000	
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		2002/0032672	A1	KEITH, JR.	03-14-2002	
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		2002/0059369	A1	KERN et al	05-16-2002	
		2002/0120684	A1	CHRISTFORT et al	08-29-2002	
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		6,539,419	B2	BECK et al	03-25-2003	
		6,735,592	B1	NEUMANN et al	05-11-2004	
		6,802,042	B2	RANGAN et al	10-05-2004	

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Exam Inits ^a	Cite No ^a	Offic ^a	Document Number ^a	Kind Code ^a	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ^a
Examiner Signature <i>Romain Jeanty</i>					Date Considered	12/23/2005		

^a EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 809. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

^a Unique citation designation number. ^a See Guide of U.S. Patent Documents. ^a Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ^a For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ^a Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ^a Place a check here if English translation is attached.

DATE MAILED: March 7, 2005

INFORMATION DISCLOSURE STATEMENT BY APPLICANT		Application Number	10/002,743
		Filing Date	November 2, 2001
		First Named Inventor	Toshio JENOITA
		Group Art Unit	3823
		Examiner Name	Romain Jeanty
Sheet 2	of 2	Attorney Docket Number	01702/LH
NON PATENT LITERATURE DOCUMENTS			
Exam Init's	Cite No ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
RJ		Hilbert, David M., et al., "An Approach to Large-Scale Collection of Application Usage Data Over the Internet" Proceeding of the 20 th International Conference on Software Engineering, April 1998, ISBN 0-8186-8368-6, pages 136-142.	
Examiner Signature	Romain Jeanty		Date Considered 12/23/05

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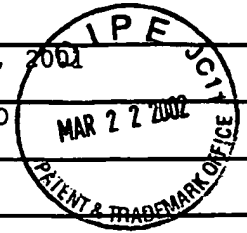
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PTO/SB/08A (08-00)

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number		10/002,743	
				Filing Date		November 2, 2001	
				First Named Inventor		Toshio UENO	
				Group Art Unit		3623	
				Examiner Name			
Sheet	1	of	2	Attorney Docket Number		01702/LH	



U.S. PATENT DOCUMENTS

Exam. Inits*	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion

FOREIGN PATENT DOCUMENTS

Exam Inits*	Cite No ¹	Offc ³	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶
<i>[Signature]</i>		JP	2000-155778	A	HITACHI LTD.	06-06-2000		*
			*English language Abstract Only					

Examiner Signature	<i>Roman Janty</i>	Date Considered	12/23/05
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¹ Unique citation designation number. ² See kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Place a check here if English translation is attached.

DATE MAILED: **March 15, 2002**

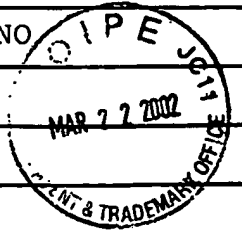
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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number	1 002,743
				Filing Date	November 2, 2001
				First Named Inventor	Toshio UENO
				Group Art Unit	
				Examiner Name	
Sheet	2	of	2	Attorney Docket Number	01702/LH
OTHER PRIOR ART - NON-PATENT LITERATURE DOCUMENTS					
Examiner Initials ¹	Cite No. ¹	Include name of author (in CAPITAL LETTERS), title of article, title of item, date, page(s), volume-issue number(s), publisher, city and/or country where published			T ²
<i>RJ</i>		U.S. Serial No. 09/813,209, filed March 20, 2001, entitled TECHNICAL SUPPORT SYSTEM, inventor: Mineo Nozaki and Toshio UENO			
Examiner Signature	<i>Romain Jeanty</i>		Date Considered	<i>12/23/05</i>	



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¹ Unique citation designation number. ² Place a check here if English translation is attached.

DATE MAILED: March 15, 2002

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO

INFORMATION DISCLOSURE
STATEMENT BY APPLICANT

Application Number

10/002,743

Filing Date

November 2, 2001

First Named Inventor

Toshio UENO

Group Art Unit

3623

Examiner Name

Romain Jeanty


Attorney Docket Number

01702/LH

of

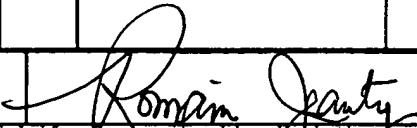
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Exam. Inits ¹	Cite No ²	Document Number	Kind Code ³	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
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		6,513,052	B1	BINDER, Erin	01-28-2003	
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Exam. Inits ¹	Cite No ²	Offc ³	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶

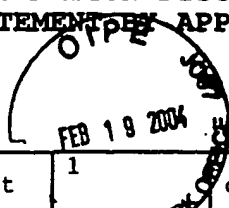
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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT 		Application Number	10/002,743
		Filing Date	Nov. 2, 2001
		First Named Inventor	T. UENO
		Group Art Unit	2163 3623
		Examiner Name	
Sheet 1 of 1	Attorney Docket Number	01702/LH	

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Exam. Initials*	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
RJ		5,365,310	A	Jenkins et al	11-15-1994	
		5,459,552	A	Ohira	10-17-1995	
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Exam. Initials*	Cite No ¹	Offc	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶
RJ		EP	0 843 229	A2	Canon Information Systems, Inc.	05-20-1998		
		DE	100 29 455	A1	Mitsubishi International GmbH	07-19-2001		
		EP	1 182 857	A2	Hitachi, Ltd.	02-27-2002		
		EP	0 822 473	A2	Canon Kabushiki Kaisha	02-04-1998		

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Examiner Signature	<i>Ronim Jeanty</i>	Date Considered	12/23/05
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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT	Application Number		10/002,743		
	Filing Date		November 2, 2001		
	First Named Inventor		Toshio UENO		
	Group Art Unit		3623		
	Examiner Name				
Sheet	1	of	2	Attorney Docket Number	01702/LH

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Exam Initials	Cite No.	Offc	Document Number ¹	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T 6
Pg ↓		JP	2000-115393	A	CANON INC.	04-21-2000		*
		JP	8-44700	A	FUJITSU LTD.	02-16-1996		*
		JP	11-232327	A	HITACHI LTD.	08-27-1999		*
		JP	2000-305872	A	FUJITSU LTD.	11-02-2000		*
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		JP	2001-160103	A	KONICA CORP.	06-12-2001		*
			*English language Abstract only					

Examiner Signature	<i>Konam Jeanty</i>	Date Considered	12/23/05
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Substitute for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number	10/002,743
				Filing Date	November 2, 2001
				First Named Inventor	Toshio UENO
				Group Art Unit	3623
				Examiner Name	
Sheet	2	of	2	Attorney Docket Number	01702/LH
OTHER PRIOR ART - NON-PATENT LITERATURE DOCUMENTS					
Examiner Initials¹	Citation No.¹	Include name of author (in CAPITAL LETTERS), title of article, title of item, date, page(s), volume-issue number(s), publisher, city and/or country where published			T²
		U.S. Serial No. 10/002,740, filed November 2, 2002, entitled SYSTEM, METHOD AND COMPUTER PROGRAM FOR RANK ASSIGNMENT, inventor: Toshio UENO			
		U.S. Serial No. 10/002,742, filed November 2, 2002, entitled SYSTEM, METHOD AND COMPUTER PROGRAM PRODUCT FOR COMPLAINT REPORT ISSUE, inventor: Toshio UENO			
		U.S. Serial No. 10/002,744, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO			
		U.S. Serial No. 10/002,745, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO			
		U.S. Serial No. 10/002,771, filed November 2, 2002, entitled METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT PROVIDING BACKUP DATA FOR USE IN STUDYING CLAIMS, inventor: Toshio UENO			
		U.S. Serial No. 10/002,772, filed November 2, 2002, entitled METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT FOR COPING WITH THE CHANGES IN HARDWARE, inventor: Toshio UENO			
Examiner Signature				Date Considered	12/23/05

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